

	Knowledge, Skill, Ability
K1	General knowledge of principles of public administration as they relate to the operation of the institution, department and State government
K2	General knowledge of business administration as they relate to the operation of the institution, department and State government
K3	Comprehensive knowledge of principles involved in managing the business services of a correctional facility of large complexity, including budgeting and accounting, information technology, contract management, personnel, health and safety, labor relations, food preparation and service, procurement, and warehousing operations and facility operations, hazardous material and fire safety
K4	Comprehensive knowledge of practices involved in managing the business services of a correctional facility of large complexity, including budgeting and accounting, information technology, contract management, personnel, health and safety, labor relations, food preparation and service, procurement, and warehousing operations and facility operations, hazardous material and fire safety
K5	Comprehensive knowledge of problems involved in managing the business services of a correctional facility of large complexity, including budgeting and accounting, information technology, contract management, personnel, health and safety, labor relations, food preparation and service, procurement, and warehousing operations and facility operations, hazardous material and fire safety
K6	General knowledge in the support of inmate medical programs as it relates to access to care and current litigation
K7	Comprehensive knowledge of fire protection, equipment repair and replacement, including garage operations and hazardous materials management
K8	Comprehensive knowledge of institution safety and security to ensure staff, inmate and public safety as required to meet the mission of the department
K9	General knowledge of clothing issue, replacement, and linen exchange operations in order to maintain effective hygiene and sanitation to meet standards in department policy
K10	General knowledge of inmate hobby and canteen operations in order to meet guidelines associated with Inmate Welfare Fund (IWF)
K11	Extensive knowledge of principles, practices, and techniques of personnel management, employee supervision, and training in order to effectively direct and manage the organization
K12	General knowledge of the principles of budget preparation, administration and control to effectively request operational resources, forecast expenditure needs of the institution and maintain fiscal accountability
K13	Comprehensive knowledge of a manager's/supervisor's responsibility for promoting equal opportunity in hiring, employee development, and promotion and for maintaining a work environment free of discrimination and harassment

#	Knowledge: CONTINUED
K14	Comprehensive knowledge of maintenance operation, renovation of existing correctional facility including design proposals of construction projects, preparation of proposals for equipment requests, major and minor capital outlay, and special repair/maintenance projects in order to maintain the integrity of infrastructure as well as accommodating additional space needs
#	Ability to:
A1.	Effectively apply the principles of public and business administration in the areas of budgeting and accounting; personnel, health and safety; food preparation and service; information technology, procurement and warehousing operations; equipment repair and replacement, garage operations; clothing issue, inmate hobby, facility operations, fire and hazardous material services, and canteen operations, etc.
A2.	Supervise trust accounting, contract management, and personnel management to maintain operational efficiency
A3.	Plan the maintenance and operation of the business services functions with other institutional programs in a correctional facility of large complexity to ensure quality services
A4.	Direct the maintenance and operation of the business services functions with other institutional programs in a correctional facility of large complexity to ensure compliance with policies and procedures
A5.	Organize the maintenance and operation of the business services functions with other institutional programs in a correctional facility of large complexity to ensure compliance with policies and procedures
A6.	Manage the maintenance and operation of the business services functions with other institutional programs in a correctional facility of large complexity to ensure compliance with policies and procedures and quality service
A7.	Integrate the maintenance and operation of the business services functions with other institutional programs in a correctional facility of large complexity to maintain operational efficiency
A8.	Anticipate needs and estimate requirements for materials, supplies, and equipment necessary to effectively maintain the physical facility, maintain adequate support for institutional staff, and serve the inmate population
A9.	Secure and maintain the respect and cooperation of institution staff, officials, and inmates to contribute to the safety of the institution
A10.	Effectively respond to situations involving control of inmates and/or the protection of personal and real property to contribute to the safety and security of the institution
A11.	Reason logically and creatively and use a variety of analytical and managerial techniques to resolve complex problems
A12.	Analyze situations and data accurately to develop and adopt an effective course of action
A13.	Assess, develop and implement an effective course of action to resolve or correct unusual occurrences

#	Ability to: CONTINUED
A14.	Effectively communicate both orally and in writing to provide clear and concise information/ideas to different audiences
A15.	Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment
	Special Personal Characteristics:
SPC1.	Leadership ability
SPC2.	Tact
SPC3.	Emotional maturity
SPC4.	Emotional stability
SPC5.	Objective understanding of employees and inmates in correctional institutions
SPC6.	Ethics in management